



S/N 09/604,199

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert H. Joyce et al. Examiner: Lashonda T. Jacobs
Serial No.: 09/604,199 Group Art Unit: 2157
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Title: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE
AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT

NOTIFICATION OF CHANGE OF CORRESPONDENCE ADDRESS

MS Amendment
Commissioner for Patents
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Applicants respectfully request that all future correspondence in the above-identified patent application be addressed to:

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CERTIFICATE UNDER 37 CFR § 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450, on this 22nd day of December, 2004

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